

### Meeting Minutes

<b>Division:</b>	IME Integrated Health Home		
<b>Meeting Title:</b>	Open Office Hours		
<b>Facilitator:</b>	Pamela Lester		
<b>Location:</b>	Teams		
<b>Date:</b>	July 14, 2022	<b>Time:</b>	10:30 to 11am

### Meeting Objectives

The primary goal of the meeting is to provide IME updates and allow for discussion.

### Meeting Participants

<b>Abbe</b> ARC of Central Iowa <b>Berryhill</b> <b>Black Hawk Grundy</b> <b>Bridgeview</b> <b>Broadlawns</b> <b>CHSC</b> <b>Capstone</b> <b>Center Associates</b> <b>Children's Square</b> <b>Community Support</b> <b>Advocates</b> <b>Counseling Associates</b> <b>Crossroads</b> <b>Elevate CCBHC</b> <b>Ellipsis</b> Eyerly Ball	First Resources <b>Families First</b> Family Resources <b>Four Oaks</b> Heartland <b>Hillcrest</b> <b>Northeast Iowa Mental</b> <b>Health Center</b> <b>Orchard Place</b> <b>Pathways</b> <b>Plains</b> <b>Prairie Ridge</b> <b>Robert Young</b> <b>Siouxland Mental Health</b> <b>Center</b> <b>Southern Iowa Mental</b> <b>Health Center</b>	<b>Southwest Iowa Mental</b> <b>Health Center</b> <b>Stepping Stone Family</b> <b>Services</b> Tanager <b>Vera French</b> Waubonsie <b>Young House Family</b> <b>Services</b> <b>YSS</b> <b>IME</b> IACP IBHA <b>ITC</b> <b>AGP</b>  <b>BOLDED NOTE</b> <b>ATTENDEES</b>
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Agenda Topic	Items
<b>IME Updates</b>	<ul style="list-style-type: none"> <li>Make sure at least 2 staff have IoWANS access at all times. <b>If someone wins the lottery and quits or someone loses access, there will still be a person with access. <a href="mailto:IoWANshelpdesk@dhs.state.ia.us">IoWANshelpdesk@dhs.state.ia.us</a> More than 2 people can have access, just make sure there are 2 people.</b></li> <li>Make sure you have all of the IMPA access needed for Health Home <b>We still have folks uploading documents for file reviews to the wrong place as well as</b></li> </ul>

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	<p>other documents, make sure all staff have all the access needed to do their work.</p> <ul style="list-style-type: none"> <li>○ Make sure you know what gets uploaded to where to ensure timely response to your request. <a href="#">Iowa Health Home Program</a></li> <li>• Check your Billing Report Monthly and ensure members are enrolled and you are updating eligibility (IMPA Assessment) at least annually. Month 13, they change to a tier 0 and after 2 months of tier 0, the member is disenrolled.</li> <li>• We are updating the IMPA Training Slides (almost done)</li> <li>• <b>Question do you use Member roster or Participating members report?</b> Some do, review IMPA training slides for information on how to use them.</li> </ul> <p>Instructions for FFS We added CASH to the dropdown to make it easier to use. The Process document will be updated to reflect this change.</p> <ol style="list-style-type: none"> <li>1. Health Home/TCM will add the Habilitation Program in IoWANS for the individual initially applying for Habilitation. For annual re-determination of needs-based eligibility the Health Home will receive a milestone in IoWANS to complete and submit the assessment (CASH).</li> <li>2. Health Home/TCM will submit CASH along with any supplemental documentation via the IMPA system. The information needs to be uploaded under the CSA tab. <ol style="list-style-type: none"> <li>a. Login to IMPA. When you login for the first time, you will be required to answer three security questions before proceeding.</li> <li>b. Under the main menu, click on Manage&gt;My Account.</li> <li>c. From the menu on the left, click on the “External Application Authorization” link.</li> <li>d. Enter your IoWANS username and password.</li> <li>e. Click on Save.</li> <li>f. To refresh the File menu item, click on Manage&gt;My Account. NOTE: Any link that refreshes the page will also work.</li> <li>g. Click on File&gt;Upload File&gt;CSA</li> <li>h. From the dropdown menu, select “CASH (Comp. Assess &amp; Social Hist.) or for LOCUS/CALOCUS – Select LOCUS/CALOCUS</li> <li>i. Click on the “Select” link. Browse to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and log into IMPA again).</li> <li>j. Click the “Upload” link to begin the upload.</li> </ol> </li> </ol> <p>Telligen Assessments: If the CSR date is before July 1, an InterRAI will be completed. If on or after July 1, a LOCUS/CALOCUS will be completed. Normally</p>

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	<p>the LOCUS/CALOCUS will be completed within 14 days of the CASH if the CSR is on or after July 1.</p> <table border="1" data-bbox="318 375 1507 1192"> <tr> <td>IMPA Access</td><td><a href="mailto:impasupport@dhs.state.ia.us">impasupport@dhs.state.ia.us</a></td></tr> <tr> <td>IMPA Issues</td><td><a href="mailto:IMPAhelpdesk@dhs.state.is.us">IMPAhelpdesk@dhs.state.is.us</a></td></tr> <tr> <td>IMPA Training</td><td><a href="https://dhs.iowa.gov/ime/providers/integrated-health-home">https://dhs.iowa.gov/ime/providers/integrated-health-home</a></td></tr> <tr> <td>Questions not related to Health Home</td><td><a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a>.</td></tr> <tr> <td>Billing Questions</td><td><a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a></td></tr> <tr> <td>Health Home Questions</td><td>Amerigroup <a href="mailto:ia-healthhome@amerigroup.com">ia-healthhome@amerigroup.com</a> Iowa Total Care <a href="mailto:ITC_IHH@IowaTotalCare.com">ITC_IHH@IowaTotalCare.com</a></td></tr> <tr> <td>Health Home Questions Specifically related to FFS</td><td><a href="mailto:healthhomes@dhs.state.ia.us">healthhomes@dhs.state.ia.us</a></td></tr> <tr> <td>Question about IoWANS</td><td><a href="mailto:IoWANShelpdesk@dhs.state.ia.us">IoWANShelpdesk@dhs.state.ia.us</a></td></tr> <tr> <td>Waiver Slot Questions</td><td><a href="mailto:waiverslot@dhs.state.ia.us">waiverslot@dhs.state.ia.us</a></td></tr> <tr> <td>Questions about HCBS Waivers</td><td><a href="mailto:hcbswaiver@dhs.state.ia.us">hcbswaiver@dhs.state.ia.us</a></td></tr> <tr> <td>Questions about Assessments or Expedited Assessment Request</td><td><a href="mailto:Assessmentslowa@telligen.com">Assessmentslowa@telligen.com</a></td></tr> </table> <ul style="list-style-type: none"> <li>• QI Workgroup information is <a href="#">here</a> You may review and provide any thoughts or feedback you have to the Health Home Email. This includes those that are not part of the Workgroup. Their last meeting is July 20, 2022. They will have 2 weeks to review their workgroup report before submitting it to Iowa Medicaid for review.</li> <li>• <b>MCO RFP:</b> <ul style="list-style-type: none"> <li>○ Agency Announces Apparent Successful Bidder/Notice of Intent to Award August 31, 2022 <b>We will share more information after Aug 31.</b></li> <li>○ Transition Activities Begin September 1, 2022. <b>I will start sharing status updates regarding the new MCOs.</b></li> <li>○ Anticipated Start Date for the Provision of Services July 1, 2023</li> </ul> </li> </ul>	IMPA Access	<a href="mailto:impasupport@dhs.state.ia.us">impasupport@dhs.state.ia.us</a>	IMPA Issues	<a href="mailto:IMPAhelpdesk@dhs.state.is.us">IMPAhelpdesk@dhs.state.is.us</a>	IMPA Training	<a href="https://dhs.iowa.gov/ime/providers/integrated-health-home">https://dhs.iowa.gov/ime/providers/integrated-health-home</a>	Questions not related to Health Home	<a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a> .	Billing Questions	<a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a>	Health Home Questions	Amerigroup <a href="mailto:ia-healthhome@amerigroup.com">ia-healthhome@amerigroup.com</a> Iowa Total Care <a href="mailto:ITC_IHH@IowaTotalCare.com">ITC_IHH@IowaTotalCare.com</a>	Health Home Questions Specifically related to FFS	<a href="mailto:healthhomes@dhs.state.ia.us">healthhomes@dhs.state.ia.us</a>	Question about IoWANS	<a href="mailto:IoWANShelpdesk@dhs.state.ia.us">IoWANShelpdesk@dhs.state.ia.us</a>	Waiver Slot Questions	<a href="mailto:waiverslot@dhs.state.ia.us">waiverslot@dhs.state.ia.us</a>	Questions about HCBS Waivers	<a href="mailto:hcbswaiver@dhs.state.ia.us">hcbswaiver@dhs.state.ia.us</a>	Questions about Assessments or Expedited Assessment Request	<a href="mailto:Assessmentslowa@telligen.com">Assessmentslowa@telligen.com</a>
IMPA Access	<a href="mailto:impasupport@dhs.state.ia.us">impasupport@dhs.state.ia.us</a>																						
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Questions not related to Health Home	<a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a> .																						
Billing Questions	<a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a>																						
Health Home Questions	Amerigroup <a href="mailto:ia-healthhome@amerigroup.com">ia-healthhome@amerigroup.com</a> Iowa Total Care <a href="mailto:ITC_IHH@IowaTotalCare.com">ITC_IHH@IowaTotalCare.com</a>																						
Health Home Questions Specifically related to FFS	<a href="mailto:healthhomes@dhs.state.ia.us">healthhomes@dhs.state.ia.us</a>																						
Question about IoWANS	<a href="mailto:IoWANShelpdesk@dhs.state.ia.us">IoWANShelpdesk@dhs.state.ia.us</a>																						
Waiver Slot Questions	<a href="mailto:waiverslot@dhs.state.ia.us">waiverslot@dhs.state.ia.us</a>																						
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Questions in the Health Homes Email																							

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IHH Proposed Discussion Topics: None			
Open Discussion	<p data-bbox="321 457 1161 487"><b>If the HH does not agree with the LOCUS Score? Answer is in the FAQ</b></p> <p data-bbox="321 491 1365 520"><a href="#">HCBS Habilitation Program Changes Effective July 1 2022 FAQ Final.pdf (iowa.gov)</a></p> <table border="1" data-bbox="321 525 1411 676"> <tr> <td data-bbox="321 525 867 676">What will be the appeal process if the MCO and provider are disagreeing?</td><td data-bbox="867 525 1411 676"> <p data-bbox="873 529 1338 569">There is no adverse action with the completion of the LOCUS / CALOCUS and therefore the score cannot be appealed.</p> <p data-bbox="873 590 1404 653">If there is a change in member need since the completion of a LOCUS / CALOCUS, and a higher tier is needed, the CASH should be updated and submitted for a new LOCUS / CALOCUS review.</p> </td></tr> </table> <p data-bbox="321 785 1403 852"><b>Day Habilitation Rate</b> <a href="#">ID Waiver Tiered Rate Fee Schedule Effective July 1 2022 0.pdf (iowa.gov)</a></p> <p data-bbox="321 892 1507 959"><b>Pam is out of the office the last week of July and the OOO for that week is canceled. Next meeting August 11.</b></p>	What will be the appeal process if the MCO and provider are disagreeing?	<p data-bbox="873 529 1338 569">There is no adverse action with the completion of the LOCUS / CALOCUS and therefore the score cannot be appealed.</p> <p data-bbox="873 590 1404 653">If there is a change in member need since the completion of a LOCUS / CALOCUS, and a higher tier is needed, the CASH should be updated and submitted for a new LOCUS / CALOCUS review.</p>
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